

2012-39A

April 2, 2012

**Frank R. Ellerbe, III**  
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**VIA ELECTRONIC FILING**

Jocelyn Boyd, Chief Clerk / Administrator  
Public Service Commission of South Carolina  
101 Executive Center Drive  
Columbia, South Carolina 29210

**Re: Time Warner Cable Information Services (SC), LLC  
Docket No. 2003-362-C**

Dear Jocelyn:

Enclosed for filing please find Time Warner Cable Information Services (South Carolina), LLC's Authorized Utility Representative Form. By copy of this letter we are providing the same to the Office of Regulatory Staff. Should you have any questions, please contact me.

Yours truly,

ROBINSON, MCFADDEN & MOORE, P.C.



Frank R. Ellerbe, III

/tch

Enclosures

cc/enc: Dan F. Arnett, ORS Chief of Staff (via hand delivery)  
Julie P. Laine, Esquire (via email)  
Stacy Hannah (via email)  
Charlene Keys (via email)

# AUTHORIZED UTILITY REPRESENTATIVE FORM FOR TELECOMMUNICATIONS CARRIERS

TYPE:    ☒ IXC        ☒ CLEC        ☐ ILEC        ☐ Wireless

## CERTIFICATED COMPANY INFORMATION

Time Warner Cable Information Services (South Carolina), LLC \_\_\_\_\_  
 Company Name FEIN/SSN \_\_\_\_\_  
Time Warner Cable \_\_\_\_\_ 888-890-7515 \_\_\_\_\_  
 Dbaf/ka Telephone #  
60 Columbus Circle \_\_\_\_\_  
 Mailing Address \_\_\_\_\_  
New York, NY 10023 \_\_\_\_\_  
 City, State, Zip Code \_\_\_\_\_  
1845 Assembly Street \_\_\_\_\_  
 Business Location \_\_\_\_\_  
Columbia, SC 29206 \_\_\_\_\_ Richmond \_\_\_\_\_  
 City, State, Zip Code County

## REGISTERED AGENT INFORMATION

Registered Agent: C T Corporation System \_\_\_\_\_  
 Mailing Address: 2 Office Park Court, Suite 103 \_\_\_\_\_  
 City, State, Zip Code: Columbia, SC 29223 \_\_\_\_\_

Pursuant to the Commission's rules and regulations, print or type company contact for the following areas:

- A. Charlene Keys 3347 Platt Springs Road West Columbia, SC 29170 \_\_\_\_\_  
General Manager (Include address if different than above.)  
803-744-5497 / 803-251-5345 / charlene.keys@twcable.com \_\_\_\_\_  
 Telephone Number Facsimile Number E-mail Address
- B. Matthew Wesley Brown 101 Innovation Avenue Morrisville, NC 27560 \_\_\_\_\_  
Customer Relations / Complaints Representative (Include address if different than above.)  
919-654-4031 / 919-654-4048 / matthew.brown2@twcable.com \_\_\_\_\_  
 Telephone Number Facsimile Number E-mail Address
- C1. Stacy S. Hannah 13820 Sunrise Valley Drive Herndon, VA 20171 \_\_\_\_\_  
Customer Relations / Complaints Representative for Escalated Complaints (Include address if different than above.)  
703-345-2455 / 704-697-4579 / stacy.hannah@twcable.com \_\_\_\_\_  
 Telephone Number Facsimile Number E-mail Address
- C2. 888-890-7515 \_\_\_\_\_  
Customer Contact (Toll Free Number)
- D. Tom Gaebel \_\_\_\_\_  
Engineering Operations (Include address if different than above.)  
803-251-5305 / 803-251-5311 / tom.gaebel@twcable.com \_\_\_\_\_  
 Telephone Number Facsimile Number E-mail Address
- E. \_\_\_\_\_  
Test and Repair (Include address if different than above.)  
888-890-7515 / N/A / https://www.timewarnercable.com/Carolinas/about/contactus.ashx \_\_\_\_\_  
 Telephone Number Facsimile Number E-mail Address Form

F. Customer Service - Request Customer Complaint or General Manager contacts listed above  
Emergencies (During non-office hours)  
888-890-7515 / 803 251 5345 / https://www.timewarnercable.com/Carolinas/about/contactus.ashx  
Telephone Number Facsimile Number E-mail Address Form

In addition, please provide the following company contact information to assist in proper routing of correspondence and invoices:

G. Julie P. Laine 60 Columbus Circle New York, NY 10023  
Regulatory Officer (Include address if different than above.)  
212-364-8482 / 704-973-6239 / julie.laine@twcable.com  
Telephone Number Facsimile Number E-mail Address

H. \_\_\_\_\_  
Dual Party Mailings (Name)  
\_\_\_\_\_  
Mailing Address  
\_\_\_\_\_  
Telephone Number / Facsimile Number / E-mail Address

I. Julie P. Laine  
Interim LEC Fund Mailings (Name)  
60 Columbus Circle, New York, NY 10023  
Mailing Address  
212-364-8482 / 704-973-6239 / julie.laine@twcable.com  
Telephone Number Facsimile Number E-mail Address

J. Ann Reitter  
Universal Service Fund Mailings (Name)  
7910 Crescent Executive Drive, Charlotte, NC 28217  
Mailing Address  
704-731-3123 / 704-731-1186 / ann.reitter@twcable.com  
Telephone Number Facsimile Number E-mail Address

K. Ann Reitter  
Gross Receipts Mailings (Name)  
7910 Crescent Executive Drive, Charlotte, NC 28217  
Mailing Address  
704-731-3123 / 704-731-1186 / ann.reitter@twcable.com  
Telephone Number Facsimile Number E-mail Address

L. Julie P. Laine  
Lifeline Mailings (Name)  
60 Columbus Circle, New York, NY 10023  
Mailing Address  
212-364-8482 / 704-973-6239 / julie.laine@twcable.com  
Telephone Number Facsimile Number E-mail Address

Stacy S. Hannah  
This form was completed by (print name)

  
Signature

Senior Manager, Regulatory  
Title

April 1, 2012  
Date

RETURN COMPLETED FORM TO:

Public Service Commission of SC  
Docketing Department  
Post Office Drawer 11649  
Columbia, South Carolina 29211

Office of Regulatory Staff  
Attn: Jeanne Gordon  
1401 Main Street, Suite 900  
Columbia, South Carolina 29201

(Rev. PSC 01/2010)